

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Lawrence E. Ploetz et al.

Application No.: 10/723,687

Filed: November 26, 2003

For: SYSTEM AND METHOD FOR
PROVIDING POTENTIAL
PROBLEM SOLUTIONS TO A
SERVICE PROVIDER

§ Confirmation No.: 8921

§ Group Art Unit: 2166

§ Examiner: Yen, Syling

§ Atty. Docket: GEMS:0255/YOD/EUB/KAN
136098SV

§

CERTIFICATE OF TRANSMISSION OR MAILING
37 C.F.R. 1.8

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
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December 2, 2009	/Lee Eubanks/ L. Lee Eubanks IV
Date	

Dear Sir:

**AMENDMENT AND RESPONSE TO
OFFICE ACTION MAILED SEPTEMBER 2, 2009**

This is in response to the Office Action mailed on September 2, 2009.